



The Commonwealth of Massachusetts

DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

MEMORANDUM

TO: Service List, D.T.E. 04-116

FROM: Jody Stiefel, Hearing Officer

DATE: August 17, 2005

RE: Investigation into Service Quality Guidelines, D.T.E. 04-116;
Revised Technical Session Schedule

On December 13, 2004, the Massachusetts Department of Telecommunications and Energy ("Department") opened an investigation into the gas and electric local distribution companies' service quality guidelines ("Guidelines") promulgated in Investigation into Service Quality Standards, D.T.E. 99-84 (June 29 2001). Investigation into Service Quality Guidelines, D.T.E. 04-116, Order Opening Investigation (2004). The scope of this investigation is to determine whether changes to the Guidelines are necessary to improve the service quality ("SQ") of the gas and electric local distribution companies ("LDCs"). D.T.E. 04-116, at 1-2.

On July 27, 2005, the Department issued the attached schedule for the technical sessions in this docket. Because of the large numbers of persons attending these technical sessions, and to facilitate an orderly proceeding, the Department will adhere to the following format for the technical sessions. Only Department Staff may ask direct questions on the session topics. All participants in the technical sessions must submit, to the Department, copies of any questions that they would like to ask and the Department will ask those questions at its discretion. All participants must also provide the name and position of any person whom they wish to sponsor as an expert on a given topic. If time allows, there will be a discussion period at the end of each session, during which participants may ask follow-up questions. Those planning to participate in the technical sessions must provide proposed questions and the names of their experts to the Department by **5:00 p.m. Thursday, August 25, 2005**. Please serve a copy of the responses on Mary Cottrell, Secretary of the Department, one copy to the Service List, and three copies of the responses to Jody M. Stiefel, Hearing Officer. In addition to filing, all responses should be submitted by e-mail to dte.efiling@state.ma.us, jody.stiefel@state.ma.us, and to the e-mail address of any party that filed comments in D.T.E. 04-116.

Technical Session Schedule

Thursday, September 8

9:30-11:00 a.m.	Incentives/Offsets
11:00 a.m.-1:00 p.m.	Standardization of Benchmarks
2:00 p.m.-3:00 p.m.	Odor Calls
3:00 p.m.-4:00 p.m.	Market Access Services

Friday, September 9

10:00 a.m.-11:00 a.m.	Definition of Excludable Events (IEEE Standard 1366-2003)
1:00 p.m.-2:00 p.m.	Inspection and Maintenance Guidelines
2:00 p.m.-3:00 p.m.	Training, Procurement and Certification of Outside Contractors
3:00 p.m.-4:00 p.m.	Line Loss/Unaccounted-for-Gas